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PATENT

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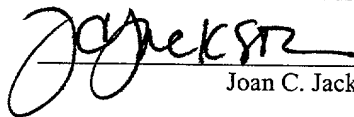
August 31, 2001

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Date:

8/31/01

By:



Joan C. Jackson

J1050 U.S. PTO  
09/944836  
08/31/01

Box Patent Application  
Commissioner for Patents  
Washington, D.C. 20231

## UTILITY PATENT APPLICATION TRANSMITTAL

Transmitted herewith for filing is a U.S. Non-Provisional Utility Patent Application entitled: System and Method for Automated End-User Support

naming as inventors: Daniel Keele Burgin, Scott Moore Gosling, David L. Young, and William Randy Watler

and including:

- ☒ (21) pages of description (before the claims);
- ☒ (13) pages of claims ((39) total claims; (6) independent claims);
- ☒ One (1) Sheet of Abstract;
- ☒ (7) sheets of drawing(s) including Figures 1-7.

1. Also enclosed are:

- ☒ executed Declaration
- ☐ Application Data Sheet
- ☒ Assignment and Assignment Recordation Cover Sheet
- ☒ Power to Prosecute
- ☐ Assertion of Entitlement to Small Entity Status
- ☐ Information Disclosure Statement
- ☐ Preliminary Amendment
- ☐ CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix)
- ☐ Nucleotide and/or Amino Acid Sequence Submission
  - ☐ Computer Readable Form (CRF)
  - ☐ Specification Sequence Listing on:
    - ☐ CD-ROM or CD-R (2 copies); or
    - ☐ paper
  - ☐ Statements verifying identity of above copies
- ☐ Nonpublication Request and Certification
- ☒ Other: post card

JC525 U.S. PTO  
08/31/01

09944836-083101

2. ☐ Please amend the specification by inserting before the first heading the following paragraph:

This application claims priority under 35 U.S.C. §§119 and/or 365 to  
 \_\_\_ filed in \_\_\_ on \_\_\_, the entire content of which is hereby incorporated by reference.

A certified copy of the priority application ☐ is enclosed ☐ will follow.

3. ☐ Please amend the specification by inserting before the first heading the following paragraph:

This application claims priority under 35 U.S.C. §119(e) to U.S. Provisional Application  
 No. \_\_\_, filed \_\_\_, the entire content of which is hereby incorporated by reference.

4. ☐ Please amend the specification by inserting before the first heading the following paragraph:

This application claims priority under 35 U.S.C. §120 to U.S. Patent Application No. \_\_\_,  
 filed \_\_\_, the entire content of which is hereby incorporated by reference.

5. The filing fee has been calculated as follows ☐ and in accordance with the enclosed preliminary amendment:

	NO. OF CLAIMS		EXTRA CLAIMS	RATE	FEE
Basic Application Fee					\$710.00
Total Claims	39	- 20 =	19	x \$18.00	342.00
Independent Claims	6	- 3 =	3	x \$80.00	240.00
If multiple dependent claims are presented, add \$270.00					
Total Application Fee					1292.00
If an Assertion of Entitlement to Small Entity Status is enclosed, subtract 50% of Total Application Fee					
Other fees: (specify)					
<b>TOTAL FEE DUE</b>					<b>\$1292.00</b>

- ☐ This application is being filed without a filing fee. Issuance of a Notice to File Missing Parts of Application is respectfully requested.
- ☐ Check No. \_\_\_ in the amount of \$\_\_\_ for the total fee is attached.
- ☒ Please charge \$1292.00 to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

**X**

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 03-3117.

6. Please direct all correspondence concerning this application to:

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CUSTOMER NUMBER:

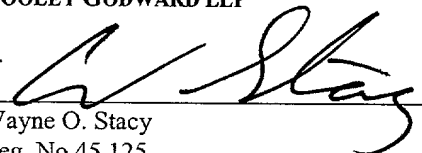
**022903**

Dated:

8/31/01

By:

Respectfully submitted,  
COOLEY GODWARD LLP

  
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Reg. No 45,125

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